

MOTION BY SUPERVISOR YVONNE B. BURKE**AUGUST 28, 2007****REVISED MOTION FOR ITEM #10**

The Child Protection Hotline, a section in the Department of Children and Family Services, is designed to answer calls reporting suspected child abuse, neglect, and exploitation 24 hours per day, 7 days per week. This reporting hotline offers a crucial community service; it is intended as a reliable, secure, and responsive mechanism for reporting activities that compromise the wellbeing and safety of children throughout Los Angeles County.

While an automated system is in place to track the number of incoming calls, calls in queue, and “dropped” or “lost” calls, recent allegations have been made over the accuracy of reporting. Calls made to the Child Protection Hotline often necessitate immediate response. The County must make every effort to ensure that honest and efficient protocol is in place for handling each and every case.

I, THEREFORE MOVE THAT THE BOARD OF SUPERVISORS: Direct the Chief Executive Officer (CEO) to work in concert with the Auditor-Controller and the Director of Children and Family Services to conduct a review of ~~all~~ a statistically valid number of calls made to the Child Protection Hotline within the last year, examining issues such as response times, quantity and nature of calls, current mechanisms for quality control, reason for dropped calls and the utilization of the callback message system.

I, FURTHER MOVE THAT THE BOARD OF SUPERVISORS: Direct the CEO to report back to the Board within ~~90~~ 30 days with his findings and recommendations.

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S: /smohamedy/2007/KarlyKatona/Motions2007/ "Child Protection Hotline Revised Motion for Item # 10" 08/28/07

MOTION

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